Opening Date:	October 25, 2013
Closing Date:	Open Until Filled
Work Location:	Austin, Texas
Posting Number:	14-10
Monthly Salary:	$3,834 - $4,250
Group/Class:	B18 / 0255
Travel:	10%
Division:	Information Technology
Number of Positions:	1

JOB VACANCY NOTICE

Help Desk Analyst
(Systems Analyst II)

Apply Via Mail/Hand Delivery: Texas Water Development Board Stephen F. Austin Building, 1700 North Congress Ave., Room 670, Austin, Texas 78701 or via facsimile (512) 463-7644. Refer to Human Resources (512) 475-2142 Equal Opportunity Employer

Job Description

Performs moderately complex computer systems support. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone or network environment. Install, configure, troubleshoot and maintain client hardware and software. Identify, research and resolve technical issues ensuring a timely resolution through documentation, tracking and monitoring. Provide good customer service and effectively communicate in person, on the phone and in writing. Work under minimal supervision with latitude for the use of initiative and independent judgment.

Essential Job Functions

- Coordinates technical help desk support.
- Performs installation, configuration, troubleshooting and maintenance of client hardware and software, including the proper installation of cables, operating systems and other appropriate software, in a customer service environment.
- Analyzes user requirements and advises users on software and the efficient use of information technology systems.
- Designs, develops and maintains various system applications.
- Develops procedures and training manuals and conducts training presentations and briefings.
- Establishes and ensures that appropriate security controls over software are maintained.
- Reviews and provides advice regarding the procurement of information technology equipment.
- Tests and analyzes new or existing procedures, information systems or utility programs and prepares briefings, reports and evaluations on system efficiency and effectiveness.
- Maintains records, updating procedures and prepares/distributes reports to designated personnel.
- Updates Intranet web pages with specifications, process and procedure documentation for reference and use by agency staff.
- Configures network printers within the agency print management system and assists with printing issues.
- Resolves hardware/software/network client issues.
- Maintains Active Directory accounts.
- Performs PC workstation asset management and remediation.
- Uses agency Help Desk ticketing system for tracking and reporting user requests.
- Performs video streaming for Board meetings and other meetings as required.
- Completes special projects as requested by and under the direct supervision of the Help Desk Senior Analyst, Team Lead or IT Director.

Minimum Qualifications

- Graduation from an accredited college or university with major coursework in Computer Science, Information Science, Information Technology or related field.
- Relevant experience may be substituted for education on a year-for-year basis.

Texas Water Development Board

Knowledge, Skills, and Abilities

- Knowledge of the practices, principles and techniques of computer operations.
- Knowledge of information systems and the management of those systems.
- Knowledge of computer software and hardware.
- Knowledge of information security policies and procedures.
- Knowledge of local and wide area networks.
- Proven knowledge of Windows 7 operating systems.
- Proven knowledge of Microsoft Office 2010 Suite.
- Proven knowledge of Microsoft Outlook 2010 and Microsoft Office 365 mail management.
- Skill in the use and support of personal computers.
- Skill in troubleshooting information systems.
- Skill in PowerShell scripting.
- Skill in providing excellent customer service, both internally and externally.
- Skill in decision making and problem solving.
- Ability to operate information technology systems.
- Ability to troubleshoot and repair equipment.
- Ability to communicate effectively, in person, on the phone and/or in writing.
- Ability to prioritize deadlines.
- Ability to multi-task and manage multiple projects.
- Ability to work and collaborate with others in multi-disciplinary teams.
- Ability to work 8:00 A.M. to 5:00 P.M., Monday through Friday and on evenings, weekends or holidays as required.

Remarks

- Copy of required official academic transcripts and/or licensures must be submitted at time of interview, if selected for interview.
- Acceptable driving record must be presented at the time of interview, if selected for interview.
- Failure to provide required documentation will result in no further consideration for employment.